

**EL PASO COUNTY FINANCIAL & CONTRACT SERVICES DIVISION
BID TABULATION SHEET**

**Subject: QUEUE/CUSTOMER
MANAGEMENT SYSTEM**

BID NO:

09-047 Date/Time: July 27, 2009 at 1:30 PM

Dept: Clerk & Recorder

Buyer: Ken Lavey

Assistant: Norma Ingalls

CONTRACTOR/VENDOR	# of Units required for system:	AFC TECHNOLOGIES		NEMO-Q		Q-MATIC		
		Yes	Extended Cost	Yes	Extended Cost	Yes	Extended Cost	
RESPONSE CHECKLIST		Base Cost	Extended Cost	Base Cost	Extended Cost	Base Cost	Extended Cost	
Hardware Components:								
Keypads for Service Counters	54	\$225.00	\$12,150.00	\$499.00	\$26,946.00	\$509.64	\$27,520.72	
Keypad Adapters/Connectors		n/a	n/a			Included	Included	
Ticket Printing Touch Screens	4	\$3,750.00	\$15,000.00	\$6,900.00	\$27,600.00	\$6,621.34	\$26,485.37	
						Includes floor pedestal & signboard assembly		
24" Monitor Adapter/Cable Kits	12	\$225.00	\$2,700.00		\$10,635.00	Included	Included	
42" Monitor Adapter/Cable Kits	3	\$225.00	\$675.00		FREE	\$180.31	\$540.94	
Audio Connector Kits (amplifier input = RCA)	3 (min.)	3 comp	\$0.00	\$98.00	\$294.00	\$75.16	\$225.48	
		Response Note: Customer is responsible for providing PC for content on LCD TV's					Other required hardware	\$16,053.90
Amplifier for voice incl on speaker	3			\$979.00	\$2,937.00			
Hardware Connection Module (HCM)	3			\$1,635.00	\$4,905.00			
Modular Connection box for 8 units (MOA)	9			\$331.00	\$2,979.00			
Installation Hardware	1			\$1,800.00	\$1,800.00			
Software Components:								
Global or Single Office Application Software License		\$10,250.00	\$10,250.00	FREE	FREE		\$23,849.49	
		Response note: Global Item Pricing (1x purchase required before site purchase item on the line below, included Q-flow Small Enterprise Server License, Core API for Small Enterprise Q-Flow and 1 Administrator License)						
Global or Single Office Database Software License		\$15,245.00 (per site: x3)	\$45,735.00	FREE	FREE		\$3,892.91	

**EL PASO COUNTY FINANCIAL & CONTRACT SERVICES DIVISION
BID TABULATION SHEET**

**Subject: QUEUE/CUSTOMER
MANAGEMENT SYSTEM**

BID NO:

09-047 Date/Time: July 27, 2009 at 1:30 PM

Dept: Clerk & Recorder

Buyer: Ken Lavey

Assistant: Norma Ingalls

CONTRACTOR/VENDOR	# of Units required for system:	AFC TECHNOLOGIES		NEMO-Q		Q-MATIC	
		Yes		Yes		Yes	
RESPONSE CHECKLIST							
		Response note: Per site software licensing included 18 agent level licenses plus 1 manager and equipment licenses necessary to operate 2 distinct content video feeds, 1 audio feed and 1 ticket printer kiosk					
Software Customization (during installation)			\$7,125.00	FREE	FREE		\$945.00
Queuing Engine Software Statistics	3			\$2,149.00	\$6,447.00		
NQ Video & Content Manager	3			\$3,350.00	\$10,050.00		
Voice License	3			\$799.00	\$2,397.00		
						Language Support	\$2,737.80
Training Components:							
Administrator Level Training (4 persons 1/2 day)	1		\$1,000.00	FREE	FREE		\$878.85
End User Level Training (6 persons 1/2 day)	1		\$1,000.00	FREE	FREE		\$878.85
Advanced Administrator Training (2 person 2 days)	1		\$2,000.00	FREE	FREE		\$3,599.10
Support & Maintenance:							
1st yr SOFTWARE Maintenance Support			\$6,370.00	\$1,500.00 / 3 EA	\$4,500.000		\$2,741.62
2nd-3rd Yr SOFTWARE Maintenance and Support Costs			\$11,373.00 (per year)	\$2,000.00 / 3 EA	\$6,000.000	per year	\$2,741.62
4th & 5th Yr SOFTWARE Maintenance and Support Costs			\$11,373.00 (per year)	\$2,500.00 / 3 EA	\$7,500.000	per year	\$2,741.62
Add'l SOFTWARE Annual Costs for Customized Programming (est. based on 400 programming hrs/yrs)		\$125.00/per hr	\$50,000.00	\$500.00 / 3 EA	\$1,500.000	\$135.00 / per hr Billed as used NOT INCLUDED IN TOTAL COST (BELOW)	\$54,000.00

**EL PASO COUNTY FINANCIAL & CONTRACT SERVICES DIVISION
BID TABULATION SHEET**

**Subject: QUEUE/CUSTOMER
MANAGEMENT SYSTEM**

BID NO:

09-047 Date/Time: July 27, 2009 at 1:30 PM

Dept: Clerk & Recorder

Buyer: Ken Lavey

Assistant: Norma Ingalls

CONTRACTOR/VENDOR	# of Units required for system:	AFC TECHNOLOGIES		NEMO-Q		Q-MATIC	
		Yes		Yes		Yes	
RESPONSE CHECKLIST							
		NOTE: This is difficult to accurately estimate as some programming changes may be consider "configuration changes", which may not carry and charges if performed under a Maintenance Agreement					
1st yr HARDWARE Maintenance Support			\$3,000.00	\$1,500.00 / 3 EA	\$4,500.000		\$6,397.35
2nd-3rd Yr HARDWARE Maintenance and Support Costs			\$5,500.00 (per yr)	\$2,000.00 / 3 EA	\$6,000.000	per year	\$6,397.35
4th & 5th Yr HARDWARE Maintenance and Support Costs			\$5,500.00 (per yr)	\$2,500.00 / 3 EA	\$7,500.000	per year	\$6,397.35
Miscellaneous Costs							
Installation Charges		3 sites	\$10,000.00	\$2,500.00 / 3 EA	\$7,500.000		\$16,765.82
Shipping		Est.	\$500.00	\$199.00 / 3 EA	\$597.00		\$966.75
Supplies (calculate supplies needed for 90 days @1000 customers per day per location)		Est.	\$200.00	\$279.00 / 3 EA	\$837.00		\$2,359.80
		Response Note: Consumables such as paper tickets are available commercially off the shelf for about \$50 per case of 50 rolls.					
Total Hardware, Software & Installation Cost					\$104,490.00		
Less 20% Government Discount					\$20,898.00		
NET Price of Hardware & Software					\$83,592.00	TOTAL	\$136,839.75